

IN THE CLAIMS

Please amend the claims as follows:

---

Claim 1 (Original): A computer program product, comprising:

A3 a computer storage medium and a computer program code mechanism embedded in the computer storage medium for causing a voice communications channel to be opened between a user-side and an information provider-side,

the computer program code mechanism comprising:

a first computer code device configured to obtain an identifier corresponding to electronic information being displayed to a user;

a second computer code device configured to convert the identifier into a telephone number corresponding to a location at which a provider of the electronic information can be contacted; and

a third computer code device configured to dial the telephone number.

Claim 2 (Currently amended): The computer program product according to claim 1, wherein the ~~first computer code device comprises a fourth computer code device configured to obtain a~~ identifier comprises a Uniform Resource Locator corresponding to a Web page being displayed to the user.

Claim 3 (Original): The computer program product according to claim 1, wherein the third computer code device comprises a fourth computer code device configured to control a telephone switch to dial the telephone number.

✓ Claim 4 (canceled)

Claim 5 (Currently amended): A computer-implemented method comprising:  
obtaining an identifier corresponding to electronic information being displayed to a user;

converting the identifier into a telephone number corresponding to a location at which a provider of the electronic information can be contacted;

dialing the telephone number; and

*A3* ~~requesting that~~ establishing a voice communications channel ~~to be opened~~ between a user-side and an information provider-side.

Claim 6 (Original): The method as claimed in claim 5, wherein the step of obtaining comprises obtaining a Uniform Resource Locator corresponding to a Web page being displayed to the user.

Claim 7 (Original): The method as claimed in claim 5, wherein the step of dialing comprises controlling a telephone switch to dial the telephone number.

✓ Claim 8 (canceled)

✓ Claim 9 (canceled)

✓ Claim 10 (canceled)

Claim 11 (Original): A telecommunications system comprising:

a receiver configured to obtain an identifier corresponding to electronic information being displayed to a user;

a converter configured to convert the identifier into a telephone number corresponding to a location at which a provider of the electronic information can be contacted; and

a dialing circuit configured to dial the telephone number to establish a voice communications channel between a user-side and an information provider-side.

Claim 12 (Original): The telecommunications system according to claim 11, wherein the receiver comprises a receiver configured obtain a Uniform Resource Locator corresponding to a Web page being displayed to the user.

Claim 13 (Original): The telecommunications system according to claim 11, wherein the dialing circuit comprises a telephone switch controller to dial the telephone number.

✓ Claim 14 (canceled)

Claim 15 (New): A computer program product, comprising:

A3  
a computer storage medium and a computer program code mechanism embedded in the computer storage medium for causing a voice communications channel to be opened between a user-side and an information provider-side,

the computer program code mechanism comprising:

a first computer code device configured to obtain a first identifier corresponding to electronic information being displayed to a user;

a second computer code device configured to convert the first identifier into a second identifier corresponding to a location at which a provider of the electronic information can be contacted; and

a third computer code device configured to establish the voice communications channel between the user at the user-side and the information provider at the location corresponding to the second identifier.

Claim 16 (New): The computer program product according to claim 15, wherein the voice communications channel comprises a voice-over-IP connection.

Claim 17 (New): The computer program product according to claim 15, wherein the first identifier comprises a Uniform Resource Locator corresponding to a Web page being displayed to the user.

Claim 18 (New): The computer program product according to claim 1, further comprising a fourth computer code device for visually identifying to a user, without a user request, that a second identifier is known for the electronic information being displayed to the user.

Claim 19 (New): A computer-implemented method, comprising:  
obtaining a first identifier corresponding to electronic information being displayed to  
a user;

A3  
converting the first identifier into a second identifier corresponding to a location at  
which a provider of the electronic information can be contacted; and

establishing a voice communications channel between the user at a user-side and the  
provider of the electronic information at the location corresponding to the second identifier.

Claim 20 (New): The computer-implemented method according to claim 19, wherein  
the voice communications channel comprises a voice-over-IP connection.

Claim 21 (New): The computer-implemented method according to claim 19, wherein  
the first identifier comprises a Uniform Resource Locator corresponding to a Web page being  
displayed to the user.

Claim 22 (New): The computer-implemented method according to claim 19, wherein  
the voice communications channel comprises a voice-over-IP connection across a Wide Area  
Network.

Claim 23 (New): The computer-implemented method according to claim 19, wherein  
the voice communications channel comprises a voice-over-IP connection across the Internet.

Claim 24 (New): The computer-implemented method according to claim 19, further  
comprising visually identifying to a user, without a user request, that a second identifier is  
known for the electronic information being displayed to the user.

Claim 25 (New): A telecommunications system comprising:  
a receiver configured to obtain a first identifier corresponding to electronic  
information being displayed to a user;

a converter configured to convert the first identifier into a second identifier corresponding to a location at which a provider of the electronic information can be contacted; and

A3 a circuit configured to establish a voice communications channel between a user at a user-side and the provider of the information at the location corresponding to the second identifier.

Claim 26 (New): The system according to claim 25, wherein the first identifier comprises a Uniform Resource Locator corresponding to a Web page being displayed to the user.

Claim 27 (New): The system according to claim 25, further comprising means for visually identifying to a user, without a user request, that a second identifier is known for the electronic information being displayed to the user.

Claim 28 (New): The computer program product according to claim 17, wherein the second computer code device is configured to obtain the second identifier by finding a longest matching sub-string in a database without requiring the whole document name to be found in the database.

Claim 29 (New): The computer-implemented method according to claim 21, wherein the step of converting comprises obtaining the second identifier by finding a longest matching sub-string in a database without requiring the whole document name to be found in the database.

Claim 30 (New): The system according to claim 26, wherein the converter is configured to obtain the second identifier by finding a longest matching sub-string in a database without requiring the whole document name to be found in the database.

---